



CLAIMS

Claim 40. (Canceled)

Claim 116. (Newly added) A system for monitoring and expediting the procurement of pre-ordered deliverables at, and the traffic flow of pre-scheduled customer visitations within and among, networked expedited service areas, comprising:

a community or multiplicity of computer-networked physical venues each having at least one expedited service area (ESA) equipped for transacting deliverables, sized to accommodate a traffic flow of customer visitations and associated in proximity to at least one of said venues by being located within, adjacent to, or nearby, the venue(s);

computer and software means equipped to communicate ESA-related data pertaining to ESA-customer visitations and the traffic flow of said visitations within and among said ESAs, ESA-procurable deliverables and availability of said deliverables at said ESAs, and ESA transactions, via a communications link with a large-scale computer network, to data storing and managing means;

said system further comprising networked computing means and software equipped to access said ESA-related data and responsive to user input from a browser apparatus to pre-schedule best-fit ESA-customer visitations for the procurement of at least one deliverable from at least one of said networked ESAs, wherein, said deliverable(s) is selected from among one or more of the group consisting of products, goods, merchandise, services and activities;

said browser apparatus equipped with a communications link for communicating with said large-scale computer network and said data storing and managing means, and equipped with software routines for browsing and transacting online orders from among online representations of said ESA-procurable deliverable(s); and,

said networked computing means and software further comprising software for storing, updating and querying said ESA-related data, for sequencing and scheduling said ESA-customer visitations and said traffic flow within and among said networked ESAs in response to at least some of said ESA-related data.

Claim 117. (Newly added) The system of claim 116 wherein the ESA-related data further comprises ESA visitation time-saving data selected from the group consisting of: the proximity of a scheduled ESA visitation nearest to one or more other scheduled ESA visitations, ESA visitation(s) requiring the least amount of customer time, ESA visitation(s) best accommodating customers' preferred visitation schedule(s), best-available ESA visitation times, ESA visitation time(s) when no other visitation is scheduled, ESA visitation(s) off-peak times, ESAs staffed to accommodate a known flow-rate of scheduled customers, ESA visitations having guaranteed availability of said deliverable(s), ESA visitation(s) nearest to a scheduled vehicle stopping location, ESA visitation(s) incorporating a transmittable itinerary which facilitates navigation of an ESA-customer to one or more of said ESA visitations, ESA visitation(s) incorporating an itinerary readable by a handheld device having Global Positioning System (GPS) means to

1 facilitate GPS navigation of an ESA-customer within, among, or to, one or more of said ESA
2 visitations, ESAs equipped with electronic verification apparatus which automatically verify a
3 scheduled ESA customer's identification and one or more transaction parameters pertaining to
4 the customer's ordered deliverable(s), ESA(s) having ordered deliverable(s) which have been
5 pre-paid and thereby require no financial transaction procedure, ESA visitations which
6 accommodate customer requested break(s) by automatically re-adjusting one or more post-break
7 ESA visitations in a best-fit manner, or any combination thereof.

8
9 Claim 118. (Newly added) The system of claim 116 wherein the networked computing means
10 and software further comprises one or more time-saving ESA-customer visitation scheduling
11 software routines, wherein said time-saving ESA-customer visitation scheduling software
12 routine(s) is selected from one or more of the group consisting of software routines for:
13 scheduling an ESA visitation nearest to one or more other scheduled ESA visitations, scheduling
14 ESA visitation(s) requiring the least amount of ESA-customer time, scheduling ESA visitation(s)
15 best accommodating customers' preferred visitation schedule(s), scheduling ESA visitation(s) at
16 best-available ESA visitation times, scheduling an ESA visitation at a time when no other ESA
17 visitation is scheduled, scheduling ESA visitation(s) at off-peak times, scheduling ESA
18 visitation(s) to ESAs which are staffed to accommodate a known flow-rate of scheduled
19 customers, scheduling ESA visitations when availability of said deliverable(s) is guaranteed,
20 scheduling ESA visitation(s) nearest to a scheduled vehicle stopping location, scheduling ESA
21 visitation(s) and generating a respective transmittable itinerary which facilitates navigation of an
22 ESA-customer to one or more of said ESA visitations, scheduling ESA visitation(s) and
23 generating a respective itinerary readable by handheld browser apparatus equipped with Global
24 Positioning System (GPS) means to facilitate GPS navigation of an ESA-customer within, or
25 among, or to, one or more of said ESA visitations, scheduling visitation(s) to ESAs equipped
26 with electronic verification apparatus which automatically verify a scheduled ESA customer's
27 identification and one or more transaction parameters pertaining to the customer's ordered
28 deliverable(s), scheduling visitation(s) to ESA(s) having pre-ordered and pre-paid deliverable(s)
29 thereby requiring no ESA financial transaction procedure, and, scheduling ESA visitations which
30 accommodate ESA-customer requested break(s) by automatically re-adjusting one or more post-
31 break ESA visitations in a time-saving manner.

32
33 Claim 119. (Newly Added) The system of claim 116 wherein said networked computing means
34 and software equipped to access said ESA-related data and responsive to user input from a
35 browser apparatus, further comprises software routines providing dual-commerce online ordering
36 options, wherein

37 a.) in a first-commerce online ordering option said software provides for at least one
38 deliverable to be ordered online and reserved for procurement during a scheduled ESA-customer
39 visitation to at least one computer-networked physical-venue ESA, and

1 b.) in a second-commerce online ordering option said software provides for at least one
2 deliverable from at least one networked-venue to be ordered online and delivered to a location
3 specified by the online customer.
4

5 Claim 120. (Newly Added) The system of claim 119 further comprising at least one software
6 routine for consolidating online ordering of a plurality of deliverables from different venues into
7 a single online invoice and providing the option for at least one of the deliverables to be
8 delivered to a customer-specified location.
9

10 Claim 121. (Newly Added) The system of claim 119 further comprising software for
11 automatically calculating, allocating and paying revenues due to merchants of deliverables
12 ordered according to said first-commerce online ordering option and for automatically
13 calculating, allocating and paying revenues due to merchants of deliverables ordered according
14 to said second-commerce online ordering option.
15

16 Claim 122. (Newly Added) The system of claim 119 further comprising software for
17 automatically notifying a supplier of deliverables needing to be restocked when ordered
18 according to said first-commerce online ordering option and for notifying a supplier of
19 deliverables needing to be restocked when ordered according to said second-commerce online
20 ordering option.
21

22 Claim 41. (Currently amended) The system of claim 40 116 wherein at least one of the said
23 browser apparatus consists is comprised of a portable handheld-apparatus communications
24 device having browsing software and a wireless communications link with said large-scale
25 computer network wireless bi-directional connectivity to the Internet.
26

27 Claim 42. (Currently amended) The ~~browser apparatus system~~ of claim 40 116 wherein at least
28 one of the said browser apparatus is comprised of consisting of a computer having browsing
29 software and a wireless communications link with said large-scale computer network wireless bi-
30 directional connectivity to the Internet.
31

32 Claim 43-46. (Canceled)
33

34 Claim 47. (Currently amended) ~~The identification and order verification means~~ The system of
35 claim 40 116 wherein the said further comprising customer identification and order verification
36 means consisting consists of at least one commercially available customer identification and
37 order verification apparatus suitable for equipped to communication communicate with said at
38 least one networked-computer of said system.
39

1 Claim 48. (Currently amended) The system of claim 40 116 ~~wherein the software of said at least~~
2 ~~one networked computer is further comprised of at least one said networked computing means~~
3 ~~and software further comprises software routine for providing a customer with a at least one~~
4 ~~printout record—sequencing, scheduling and then transmitting to said browser apparatus a~~
5 ~~scheduled ESA-customer visitation(s) itinerary which facilitates customer navigation among a~~
6 ~~plurality of said ESAs.~~

7
8 Claim 49. (Currently amended) The system of claim 40 116 ~~wherein the software of said at least~~
9 ~~one networked computer is further comprised of at least one software routine for automatically~~
10 ~~providing a networked venue merchant with said networked computing means and software~~
11 ~~further comprises software for communicating via said communications link data pertaining to a~~
12 ~~networked-venue's ESA visitations, transactions and sales to a computer accessible to a~~
13 ~~merchant of said networked-venue.~~

14
15 Claim 50. (Currently amended) The system of claim 40 116 ~~wherein the software of said at least~~
16 ~~one networked computer is further comprised of at least one software routine for automatically~~
17 ~~providing a networked venue merchant with transaction details further comprising software for~~
18 ~~communicating via said communications link data pertaining to a networked-venue's ESA~~
19 ~~schedulings and reservations to a computer accessible to a merchant of said networked-venue.~~

20
21 Claim 51. (Currently amended) The system of claim 40 116 ~~further comprising at least one~~
22 ~~software routine for automatically providing a supplier of a networked venue with transaction~~
23 ~~details pertaining to that venue's sales computer and software means for communicating, via said~~
24 ~~communications link to a computer accessible to a supplier of deliverables procurable at an ESA,~~
25 ~~data pertaining to the restocking of said deliverables in accordance with at least one restocking-~~
26 ~~related criterion, wherein said restocking-related criterion is selected from the group consisting~~
27 ~~of: at least one merchant-configurable restocking threshold determined by a merchant of said~~
28 ~~ESA, and automated notifications of deliverables sold at an ESA transmitted to at least one said~~
29 ~~supplier selected by a merchant of said ESA.~~

30
31 Claim 52. (Currently amended) The system of claim 40 116 ~~wherein said networked computing~~
32 ~~means and software further comprises comprising at least one software routine for automatically~~
33 ~~calculating and deducting a sales a commission for, and allocating revenue to, those to whom~~
34 ~~said commision and said revenue are due based on an order and payment made for said at least~~
35 ~~one of said deliverables the type of online order made.~~

36
37 Claim 53. (Currently amended) The system of claim 40 116 ~~wherein said networked computing~~
38 ~~means and software further comprises wherein the software of said at least one networked~~
39 ~~computer is further comprised of at least one software routine for facilitating providing dual-~~
40 ~~commerce online ordering modes, wherein~~

- 1 a.) in a first online-commerce ordering mode at least one deliverable ordered and pre-paid
2 online is procurable during a scheduled ESA-customer visitation to a networked-venue's
3 ESA; and,
4 b.) in a second online-commerce ordering mode at least one deliverable ordered and pre-paid
5 for online is delivered to a location specified by the online customer in a fulfilment
6 manner typical of a conventional electronic commerce business. ~~the delivery of online~~
7 ~~order(s) of goods to a customer.~~
8

9 Claim 54. (Currently amended) The system of claim 40 116 wherein ~~the software of said at least~~
10 ~~one networked computer~~ said networked-computer and software means is further ~~comprised of~~
11 comprises at least one software routine for the confirmation of ~~customer~~ deliverables orders
12 procurable during scheduled ESA-customer visitations.
13

14 Claim 55. (Currently amended) The system of claim 40 116 wherein ~~the software of said at least~~
15 ~~one networked computer~~ said networked-computer and software means is further ~~comprised of~~
16 comprises at least one software routine for the verification of the identification an ESA customer
17 identification during a scheduled ESA-customer visitation.
18

19 Claim 56. (Canceled)
20

21 Claim 123. (Newly added) The system of claim 40 116 further comprising means for facilitating
22 customer identification and order confirmation wherein said means for customer identification
23 and order confirmation is selectable from one or more of the group consisting of: financial
24 transaction cards and transaction card magnetic-strip readers, financial transaction cards and
25 financial transaction card information readers, credit cards and credit card magnetic-strip readers,
26 credit cards and credit card information readers, membership cards and membership card
27 magnetic-strip readers, membership cards and membership card information readers, electronic-
28 signature pads, electronic signatures, computer-interfaced keyboards, computer-interfaced
29 keypads, P.I.N. entry keypads, wireless trancivers, devices equipped for wireless
30 communicatons, devices equipped for infrared (IR) wireless communicatons, devices equipped
31 for radio wave wireless communicatons, and devices equipped for Bluetooth® wireless
32 communicatons.
33

34 Claim 57. (Currently amended) The system of claim 40 116 wherein at least one of the said
35 browser apparatus ~~consists of~~ is comprised of at least one computer located at a or in close
36 proximity to said at least one designated ESA ~~physical facility,~~ and said at least one computer(s)
37 is equipped with browser software and a network communications link to ~~communicate with at~~
38 ~~least one networked computer.~~
39

1 Claim 58. (Currently amended) The system of claim 40 ~~116 wherein the~~ further comprising a
2 plurality of browser apparatus consists of each comprising at least one computer, said plurality of
3 browser apparatus located at a plurality of physical facilities computer-networked physical-venue
4 ESAs, and each of said computer(s) is computers equipped with browser software and a network
5 communications link to communicate with said at least one networked computer.

6
7 Claim 59. (Currently amended) The system of claim 40 ~~116 further comprising~~ computer and
8 software means for receiving the entering and recording of financial card transaction data card
9 information and for reporting transactions said financial card transaction data pertaining to the
10 purchase of at least one deliverable(s) to at least one financial transaction card vendor, wherein
11 said financial card is selected from the group consisting of: credit cards, financial cards, cards
12 with a magnetic strip and membership cards.

13
14 Claim 60. (Currently amended) The ~~browser apparatus system~~ of claim 40 ~~116 consisting of~~
15 further comprising at least one of said computer-networked physical venues having an ESA
16 equipped with at least one networked computer having a communications link with said large-
17 scale computer network and located at a physical networked venue facility, said computer
18 having a user input interface means for that is similar in appearance and offers functionality
19 similar to that of an Automated Teller Machine (ATM) and including means for reading,
20 recording and reporting financial transaction card information and further includes automated
21 means for conveying user ordered product to a user of the apparatus. inputting ESA customer
22 order information pertaining to at least one deliverable procurable from said ESA, and for
23 receiving a payment for said deliverable(s).

24
25 Claim 124. (Currently amended) The system of claim 60 further comprising automated motion-
26 control and software means located at or in proximity to an ESA and responsive to said ESA
27 customer order information for conveying user ordered product to robotically select said at least
28 one deliverable from a first known stored location and convey it to a second known location
29 accessible for retrieval by said ESA customer to a user of the apparatus.

30
31 Claim 61. (Currently amended) The system ~~networked-venue~~ of claim 40 ~~116 wherein said at~~
32 least one of said computer-networked physical venues comprises at least one physical facility(s)
33 further comprising is further comprised of a secured retail inventory environment wherein a
34 plurality of a plurality of customer workstations formed into a substantially contiguous annular
35 arrangement of adjacent workstations, whereby, an interior area surrounded by said annular
36 arrangement of adjacent workstations is made inaccessible to customers to securely store and
37 protect an inventory of deliverables from customer theft;

38 at least one ESA scalable in size to encompass a range extending from a minimum
39 number to a maximum number of said customer workstations and scalable to accommodate up to
40 100% flow rate of scheduled ESA-customer visitations;

1 each of said workstations having an outward-facing side equipped with a user interface
2 for interaction with a customer and a networked computer with at least one user input means,
3 computers software and a display screen, are provided as, customer workstations and are
4 arranged in close proximity to one another to form a perimeter which isolates and secures an said
5 inventory of merchandise in an optimized workstation system such that said inventory is in a
6 consolidated in a and space saving manner and is thereby out of reach to customers until
7 purchased, and wherein each of said workstations computers: a.) comprises a networked
8 computer having connectivity to has a network a communications link with said large-scale
9 computer network, said at least one communications network, and has a user interface to
10 facilitate transactions and interactions, b.) has networked order-taking apparatus and software
11 routines to facilitate user financial transactions and for reporting and recording said transactions,
12 e.) has and record-keeping and record-updating software routines to automatically record
13 transaction details pertaining to any each of said workstation orders and to update and report the
14 availability of merchandise deliverables procurable at said venue according to the order(s) made.

15
16 Claim 62. (Currently amended) The ~~computer workstation~~ system of claim 61 further comprising
17 said the combination of at least one networked computer workstation and networked computer
18 located separately from said annular arrangement of adjacent workstations is positioned for
19 having a customer user interface accessible in-at a location which is outside of external to said
20 physical facility computer-networked physical venue.

21
22 Claim 63. (Currently amended) The ~~computer workstation~~ system of claim 61 further comprising
23 each of said networked computers has having multi-user interactivity software operable over a
24 hi-speed connectivity and provides interactivity via a communications link with at least one other
25 networked computer among an arrangement of a networked arrangement of computers located at
26 another physical facility computer-networked physical venue.

27
28 Claim 64. (Currently amended) The ~~system perimeter forming arrangement of networked~~
29 ~~customer workstation system computers~~ according to claim 61 further comprising an automated
30 merchandise deliverables pick-and-place storage and retrieval system for (i.) storing deliverables
31 in and retrieving deliverables from said interior area of said annular arrangement of adjacent
32 workstations, and (ii.) for conveying deliverables retrieved from stored locations within said
33 interior area to a delivery location proximate to at least one customer-operated workstation
34 within said ESA, said automated deliverables storage and retrieval system comprising:

35 a.) at least one computer, motion-control means computer with and motion-control
36 software that is networked to, and responsive to user input received from, at least one the of said
37 workstations;

38 b.) a an interior annular configuration of a multiplicity of securely located positioned
39 adjacent merchandise slots that are vertically aligned deliverables storage compartments each
40 having an inward-facing opening through which a deliverable can be received or dispensed, said

1 compartments arranged in columns and horizontally aligned in rows, said deliverables storage
2 compartments arranged in an annular configuration coaxially positioned within an inner area of
3 said annular arrangement of workstations;

4 c.) at least one computer-accessible record of the vertical position and horizontal position
5 of each of said merchandise slots deliverables storage compartments, said record readable by
6 said at least one computer;

7 d.) at least one updateable computer-accessible software record for recording, reporting
8 and updating records pertaining to merchandise deliverables stored in said compartments;

9 e.) and the type of merchandise stored therein in any occupied slot; at least one computer-
10 accessible record of the vertical position and horizontal position of a receiving end of the
11 delivery location at each workstation equipped to receive deliverables delivery chute located
12 adjacent to each workstation;

13 said storage and retrieval system further comprising:

14 f.) a motion controller interface coupled between said motion control at least one
15 computer(s) and electro-mechanical actuators-actuating means;

16 g.) at least one motion-controllable radial arm member that is having mounted on an
17 outer end robotic pick-and-place means radially and vertically positionable to any compartment
18 opening by said electro-mechanical actuator(s) actuating means, said robotic pick-and-place
19 means further comprising electro-mechanically actuated merchandise deliverables gripping
20 means that is positionable to securely grip merchandise and move a deliverable and move into
21 and out of any of said merchandise compartments, and to also move said deliverable to said
22 delivery location proximate to a user operated workstation; delivery into a receiving end of any
23 said workstation delivery chutes;

24 whereby, the combination of which said automated deliverables storage and retrieval
25 system is responsive in response to user input made by a customer with a user control input
26 device, and control signals from at least one computer that is networked to the workstation
27 system, to provides: (i) deliverables stocking, retrieval and re-stocking means of merchandise;
28 and (ii) automated delivery conveyance of said merchandise deliverables to a user's said delivery
29 location proximate to a customer-operated workstation within an ESA. chute by accessing at
30 least one of said computer storable records, and communicating the record data to said motion-
31 control computer for the computer-controlled positioning of said member(s), said pick and place
32 robotic apparatus, and said gripping means; merchant input from a networked computer for
33 automated pick and place control of inventory.

34
35 Claim 65. (Currently amended) The automated merchandise pick and place system for secured
36 retail inventory automated deliverables storage and retrieval system of claim 64 further
37 comprising rapid inventorying apparatus means having at least one emitter-detector light sensing
38 means that is attached adjacent to an end of said at least one motion-controllable member
39 robotic pick-and-place means and is positionable by computer motion-control means to rapidly
40 sweep in a controlled path past merchandise said inward-facing openings of the deliverables

1 compartments and interpret the difference in light reflectivity of compartments retaining a
2 deliverable and compartments not having a deliverable ~~vacant container slots and container slots~~
3 ~~occupied with merchandise and rapidly scans slot empty states or slot occupied states and said~~
4 rapid inventorying means further comprising records, maintains and reports all state conditions
5 ~~of the inventory to said~~ record-keeping and record-updating software routines which record,
6 maintain, update and report data pertaining to the conditions of said deliverables compartments.

7
8 Claim 66. (Currently amended) The ~~networked venue system~~ of claim 40 ~~116 physical facility(s)~~
9 further comprising at least one of said computer-networked physical venues equipped with a
10 plurality of customer workstations formed into a substantially contiguous annular arrangement of
11 adjacent workstations, whereby, an interior area surrounded by said annular arrangement of
12 adjacent workstations is inaccessible to customers and deliverables located therein are thereby
13 protected from customer theft;

14 a location within said interior area equipped with a secured entertainment-content
15 replication environment equipment and means for downloading files in a digital format and
16 uploading files in a digital format to apparatus of customers equipped to play medialess
17 entertainment-content.

18 said computer-networked physical venue(s) further equipped to accommodate ESA-
19 customer visitations for the procurement of at least one deliverable from at least one of said
20 computer workstations located within an ESA, wherein, said deliverable(s) is selected from
21 among one or more of the group consisting of downloadable medialess audio files, products,
22 goods, merchandise, services, activities, or any combination thereof; retail deliverables inventory
23 ~~wherein networked computer workstations are arranged in close proximity to one another to~~
24 ~~form a contiguous perimeter which isolates and secures entertainment content replication~~
25 ~~equipment and an inventory of merchandise in an optimized workstation system such that said~~
26 ~~entertainment content replication equipment and the product of thereof, and said inventory, is~~
27 ~~consolidated in a space-saving manner and is out of reach to customers until purchased, and~~
28 ~~wherein and~~

29 each of said computer workstations networked computer having connectivity to has at
30 least one network, and has a user interface and software to facilitate ESA-customer transactions,
31 and interactions, has networked order-taking apparatus and software routines to facilitate user
32 ordering and financial transactions and of said inventory and for reporting and recording said
33 transactions, and has record-keeping and record-updating software routines to automatically
34 record transaction details pertaining to any workstation order and to update and report the
35 availability of merchandise according to the order(s) made.

36
37 Claim 67. (Currently amended) The system of claim 40 ~~66~~ wherein said networked computing
38 means and software further comprises at least one networked computer is further comprised of
39 multimedia content playback means, multimedia-playback software routines and pre-recorded
40 multimedia content responsive to customer input, provide multimedia feedback of said pre-

1 recorded multimedia content to said customer during the customer's interaction with said system,
2 wherein, said pre-ordered multimedia content is selected from the group consisting of pre-
3 recorded entertainment content having a meaning germane to for facilitating customer
4 transactions with said system, and pre-recorded entertainment content having a meaning germane
5 to customer interaction with said system said with the playback of said multimedia content.
6

7 Claim 68. (Currently amended) The system of claim 67, wherein said multimedia content
8 playback means and multimedia-playback software routines further comprise means for
9 synchronizing the playback of said pre-recorded multimedia content playback means of claim 67
10 ~~wherein said multimedia content is synchronized with and has~~ having meaning that is relevant to
11 the context of said customer transactions and said customer interactions, and is synchronous
12 ~~thereto, and thereby~~ helps to facilitate order decisions.
13

14 Claim 69. (Currently amended) The system of claim 40 116 wherein said at least one ~~physical~~
15 ~~facility(s) of said computer-networked physical venues~~ is further comprised of at least one
16 networked computer, software and user interface ~~which provide~~ means for browsing, previewing,
17 ordering, uploading, verifying the identity of customers, completing financial transactions and
18 keeping a computer-accessible record of order transaction details pertaining to orders for, and
19 uploadings of, medialess digitally-recorded entertainment-content files that are ordered and
20 received by customers having an apparatus which is equipped to receive downloads of said
21 content through a communications link with said system.
22

23 Claim 70. (Previously presented) The system of claim 69 wherein said communications link
24 provides bi-directional communication between said networked computer(s) and at least one
25 wireless handheld device suitable for receiving digitally-recorded files.
26

27 Claim 71. (Previously presented) The system of claim 69 wherein said communications link
28 provides bi-directional communication via a cable connection between said workstation(s) and at
29 least one handheld device suitable for receiving digitally-recorded files.
30

31 Claim 72. (Currently amended) The system of claim 40 116 wherein ~~said at least one physical~~
32 ~~facility is further comprised of at least one physical area within said and said system is equipped~~
33 ~~with further comprises at least one~~ software routines for scheduling a traffic flow of customers
34 up to a 100% flow rate of scheduled customers in said at least one designated expedited service
35 area (ESA), and notifying a computer-networked physical venue merchant in advance of the
36 scheduled flow rates of customers.
37

38 Claim 73. (Currently amended) The expedited service area of claim 72 wherein said at least one
39 physical area designated for expedited service, is scalable in size to accommodate decreases and
40 increases in scheduled customer flow rates.

1
2 Claim 74. (Currently amended) The system of claim 40 116 wherein said further comprising
3 customer identification and verification means ~~are further comprised of~~ having a bi-directional
4 communications link with at least one wireless handheld ~~browser~~ apparatus.
5

6 Claim 75. (Currently amended) The system of claim 40 116 wherein said browser apparatus
7 consists of a wireless handheld device equipped to download itineraries of scheduled ESA-
8 customer visitations from said system ~~and convey itinerary-related information to a user of said~~
9 device.
10

11 Claim 76. (Canceled)
12

13 Claim 77. (Currently amended) The system of claim 76 116 wherein said ~~at least one networked~~
14 ~~computer having software is further comprised of~~ comprising software for facilitating which
15 permits a user to select customer selection and ordering from among software interface
16 categories pertaining to and sub-categories of deliverables procurable from ESAs, wherein said
17 categories and sub-categories of deliverables are selected from any one or more of the group
18 consisting of products, or services, or activities, or any combination thereof.
19

20 Claim 78-79 (Canceled)
21

22 Claim 80. (Currently amended) The system of claim 40 116 wherein said further comprising said
23 ~~at least one networked computer is further comprised of~~ software for representing the an
24 association between the name of a business, company or entity operating of at least one online
25 ~~networked venue and at least one physical facility when said venue(s) and said facility(s) are~~
26 ~~operated by the same business or company. of said computer-networked physical venues having~~
27 an ESA, and the name represented in a portion of a website from which an online customer
28 orders deliverables to be sent to a location specified by the customer.
29

30 Claim 81. (Currently amended) The system of claim 76 116 wherein said ~~at least one networked~~
31 ~~computer is further comprised of~~ networked computing means and software, further comprises
32 software for scheduling and reserving physical facility ESA order(s) according to at least one
33 current condition of a chronological table of scheduled and available ESA customer-events data
34 ~~and is equipped to convey order-related information to physical facilities having order-receiving~~
35 apparatus.
36

37 Claim 82. (Currently amended) The system of claim 81 116 wherein at least one of said
38 computer-networked physical venues has an ESA scalable in size to accommodate up to a 100%
39 capacity flow rate of customers, and said ESA-related data ~~order-related information data~~
40 ~~received by said order-receiving apparatus is further comprised of~~ further comprises scheduled

1 ESA-customer traffic flow rate information data which enables the pertaining to the scheduling
2 of an optimum a flow rate of customers of up to a 100% capacity of said computer-networked
3 physical venue, and said ESA-related order-related information data further comprises
4 comprising and also provides information for optimally data pertaining to staffing personnel at
5 said computer-networked physical venue personnel in proportion to accordance with said
6 customer traffic flow rate information data.

7
8 Claim 83. (Currently amended) The system of claim ~~76~~ 116 ~~wherein said at least one networked~~
9 ~~computer is further comprised of further comprising software and GUI user input means for~~
10 ~~providing customers for displaying~~ at least one type of itinerary pertaining to said ESA-customer
11 visitations.

12
13 Claim 84. (Currently amended) The system of claim ~~76~~ 116 wherein said browser apparatus
14 consists of a portable handheld device having a communications link with said ~~at least one~~
15 ~~networked computer networked computing means~~ and is further ~~comprised of~~ comprises
16 software and user input means to facilitate the downloading of at least one type of itinerary
17 pertaining to said ESA-customer visits ~~to said handheld device by a customer.~~

18
19 Claim 85. (Canceled)

20
21 Claim 86. (Currently amended) The system of claim ~~76~~ 116 wherein ~~said at least one physical~~
22 ~~facility(s)~~ at least one of said computer-networked physical venues is further comprises ~~customer~~
23 ~~interfacing~~ means for establishing a bi-directional communications link between at least one
24 networked computer and the handheld device of an ESA customer with said handheld device,
25 customer identity verification means for verifying the identity of the ESA customer employing
26 said handheld device equipped customers, and software for schedule scheduling, editing,
27 automated adjusting and updating means itineraries in accordance with a chronological table of
28 scheduled and schedulable ESA customer-events and for transmitting said itinerary to a handheld
29 device communicating with said system whereby, the combination provides customers the means
30 for changing, automatically adjusting and updating a scheduled itinerary as available, via said
31 communications link is provided.

32
33 Claim 87. (Currently amended) The system of claim ~~76~~ 86 wherein ~~said browser apparatus is a~~
34 ~~portable handheld device having a communications link with said system~~ said software for
35 scheduling, editing, adjusting and updating itineraries in accordance with a chronological table of
36 scheduled and schedulable customer-events and said at least one networked computer is
37 responsive to input sent from said handheld device and is further comprised of schedule editing,
38 automated adjusting and updating means comprising: further comprises: a customer break
39 request requests buffer which for temporarily retains retaining all pending break requests made
40 from customer handheld devices by customers, software and means for querying customer

1 schedule-related changes and current ~~schedule-related~~ schedulable conditions in a ~~said~~
2 chronological table, ~~pertaining to customer events at said physical facility(s); and software~~
3 whereby, means for automatically adjusting a plurality of customer schedules accommodating a
4 plurality of customer break requests is provided. ~~according to then current schedule availabilities~~
5 ~~at said facility(s).~~

6
7 Claim 88. (Currently amended) The system of claim ~~76~~ 116 wherein said ~~at least one networked~~
8 ~~computer is further comprised of networked computing means and software, further comprises~~
9 ~~software and a GUI which provides~~ for transacting a customer pre-payment online for one or
10 more ordered ESA deliverables subsequently procurable by said customer during a scheduled
11 ESA-customer visitation to an ESA of at least one computer-networked physical venue,
12 whereby, said pre-payment means for making pre payments before subsequently going to a
13 physical facility, which also provides an increased enhanced customer security means in that no
14 monies or credit cards are required of the customer at said physical facility computer-networked
15 physical venue(s).

16
17 Claim 89. (Currently amended) The system of claim ~~76~~ 116 wherein said ~~at least one of said~~
18 ~~physical facility computer-networked physical venues ESAs~~ further comprises at least one
19 apparatus accessible to and employable by an ESA customer for facilitating and completing
20 financial transactions.

21
22 Claim 90. (Currently amended) The system of claim ~~40~~ 116 wherein the browser apparatus is
23 further comprised of a handheld device having Global Positioning System 'GPS' expedited
24 service areas navigation means to facilitate ESA-customer visitations navigation, said GPS'
25 expedited service areas navigation means comprising: graphical display means for displaying
26 GPS-related information, a communications ~~link~~ means for downloading at least one type of
27 itinerary, means for displaying, coordinating, and relating ~~and displaying~~ said GPS-related
28 information and said itinerary, ~~such that~~ whereby, said handheld device provides a user is
29 provided with information pertaining to knows which direction to go relative to an itinerary state
30 event and current respective ESA visitation location and navigational information pertaining to at
31 least one other subsequent itinerary event and respective ESA visitation location(s).

32
33 Claim 91. (Currently amended) The GPS-equipped browser apparatus of claim 90 wherein said
34 display means for portraying GPS-related information are further comprised of a display screen,
35 and said GPS-equipped browser apparatus further equipped to display GPS-related alpha-
36 numeric text in said display screen.

37
38 Claim 92. (Currently amended) The GPS-equipped browser apparatus of claim 90 wherein said
39 display means for portraying GPS-related information are further comprised of a display screen,
40 and said GPS-equipped browser apparatus further equipped to display GPS-related digital
41 images in said display screen.

1
2 Claim 93. (Currently amended) The GPS-equipped browser apparatus of claim 90 ~~wherein said~~
3 ~~means for portraying GPS-related information are comprised of further comprising~~ audio
4 playback means equipped to play digital audio files ~~that are storable in a digital format.~~

5
6 Claim 94. (Currently amended) The GPS-equipped browser apparatus of claim 90 ~~wherein said~~
7 ~~means for portraying GPS-related information are comprised of further comprising~~ multimedia
8 playback means equipped to play digital multimedia files ~~that are storeable storable in a digital~~
9 ~~format.~~

10
11 Claim 95. (Currently amended) The GPS-equipped browser apparatus of claim 90 ~~wherein said~~
12 ~~means for portraying GPS-related information are comprised of further comprising~~ means for
13 providing time-related informationa and feedback pertaining to an itinerary and time estimates
14 pertaining to a user's intended movement from one scheduled ESA visitation location ~~point of an~~
15 itinerary to at least one other subsequent scheduled ESA visitation location. ~~another point~~
16 ~~relative to the user's mode of travel.~~

17
18 Claim 96. (Currently amended) The system of claim ~~76~~ 116 wherein at least one of said browser
19 apparatus is a handheld device further ~~comprised of a~~ equipped with cellular phone means.

20
21 Claim 97. (Currently amended) The system of claim ~~76~~ 116 wherein at least one of said browser
22 apparatus is a handheld device further ~~comprised of a~~ equipped with pager means.

23
24 Claim 98. (Currently amended) The system of claim ~~76~~ 116 wherein at least one of said browser
25 apparatus is a handheld device further ~~comprised of a~~ equipped with personal digital assistant
26 'PDA.' means.

27
28 Claim 99. (Currently amended) The system of claim ~~76~~ 116 wherein said browser apparatus is a
29 handheld device further comprised of multimedia recording and playback means and is
30 configurable by a user to provide prompts to assist the user in the execution of an itinerary.

31
32 Claim 125. (Newly added) A system for expediting the procurement of deliverables at, and
33 scheduled customer visitations within and among, networked expedited service areas,
34 comprising:

35 a community or multiplicity of computer-networked physical venues each having at least
36 one expedited service area (ESA) equipped for transacting deliverables, sized to accommodate a
37 traffic flow of customer visitations and associated in proximity to at least one of said venues by
38 being located within, adjacent to, or nearby, the venue(s);

39 computer and software means equipped to communicate ESA-related data pertaining to
40 ESA-customer visitations and the traffic flow of said visitations within and among said ESAs,

1 ESA-procurable deliverables and availability of said deliverables at said ESAs, and ESA
2 transactions, via a communications link with a large-scale computer network, to data storing and
3 managing means;

4 said system further comprising networked computing means and software equipped to
5 access said ESA-related data and responsive to user input from a browser apparatus to pre-
6 schedule best-fit ESA-customer visitations for the procurement of at least one deliverable from at
7 least one of said networked ESAs, wherein, said deliverable(s) is selected from among one or
8 more of the group consisting of products, goods, merchandise, services and activities;

9 said browser apparatus equipped with a communications link for communicating with
10 said large-scale computer network and said data storing and managing means, and equipped with
11 software routines for browsing and transacting online orders from among online representations
12 of said ESA-procurable deliverable(s);

13 said networked computing means and software further comprising software for storing,
14 updating and querying said ESA-related data, for guaranteeing ESA availability of any of said
15 pre-ordered deliverables ordered online, and for sequencing and scheduling said ESA-customer
16 visitations and said traffic flow within and among said networked ESAs in response to at least
17 some of said ESA-related data, and

18 said networked computing means and software further comprising one or more time-
19 saving ESA-customer visitation scheduling software routines, wherein said ESA-customer
20 visitation scheduling software routine(s) is selected from one or more of the group consisting of
21 a time-saving software routine for: scheduling an ESA visitation nearest to one or more other
22 scheduled ESA visitations, scheduling ESA visitation(s) requiring the least amount of ESA-
23 customer time, scheduling ESA visitation(s) best accommodating customers' preferred visitation
24 schedule(s), scheduling ESA visitation(s) at best-available ESA visitation times, scheduling an
25 ESA visitation at a time when no other ESA visitation is scheduled, scheduling ESA visitation(s)
26 at off-peak times, scheduling ESA visitation(s) to ESAs which are staffed to accommodate a
27 known flow-rate of scheduled customers, scheduling ESA visitations when availability of said
28 deliverable(s) is guaranteed, scheduling ESA visitation(s) nearest to a scheduled vehicle stopping
29 location, scheduling ESA visitation(s) and generating a transmittable itinerary which facilitates
30 navigation of an ESA-customer to one or more of said ESA visitations, scheduling ESA
31 visitation(s) and generating an itinerary readable by handheld Global Positioning System (GPS)
32 means to facilitate GPS navigation of an ESA-customer within, among, or to, one or more of said
33 ESA visitations, scheduling visitation(s) to ESAs equipped with electronic verification apparatus
34 which automatically verify a scheduled ESA customer's identification and one or more
35 transaction parameters pertaining to the customer's ordered deliverable(s), scheduling
36 visitation(s) to ESA(s) having pre-ordered and pre-paid deliverable(s) thereby requiring no ESA
37 financial transaction procedure, and, scheduling ESA visitations which accommodate ESA-
38 customer requested break(s) by automatically re-adjusting one or more post-break ESA
39 visitations in a time-saving manner.

40
41 Claim 100-101. (Canceled)

1
2 Claim 126. (Newly added) A method of expediting scheduled customer visitations and
3 deliverables transactions among a community of networked expedited service areas (ESAs) each
4 associated with at least one computer-networked physical venue, the method comprising the
5 steps of:

- 6 1.) establishing a communications link between browser apparatus, ESA data storing and
7 managing means, and a large-scale computer network;
- 8 2.) communicating ESA-related data pertaining to ESA-customer visitations and the traffic flow
9 of said visitations within and among said ESAs, ESA-procurable deliverables and availability
10 of said deliverables at said ESAs, and ESA transactions, via a communications link with a
11 large-scale computer network, to data storing and managing means;
- 12 3.) employing said browser apparatus for browsing and making orders among online
13 representations of ESA available deliverable(s), wherein, said ESA available deliverable(s) is
14 selected from among one or more of the group consisting of products, goods, merchandise,
15 services, activities, or any combination thereof;
- 16 4.) scheduling ESA-customer visitations of customers to one or more ESAs, for the procurement
17 of ordered ESA deliverable(s), in response to at least some of said ESA-related data;
- 18 5.) transacting at least one ESA deliverable during an ESA-customer visitation, wherein said
19 ESA deliverable(s) is selected from one or more of the group consisting of products, goods,
20 merchandise, services and activities; and
- 21 6.) updating said ESA-related data, and recording transaction data pertaining to each of said
22 ESA-customer visitations via a communications link with said large-scale computer network
23 to said data-record storing and managing means.

24
25 Claim 127. (Newly added) The method of claim 126 wherein the ESA-related data further
26 comprises ESA visitation time-saving data selected from the group consisting of the proximity of
27 a scheduled ESA visitation nearest to one or more other scheduled ESA visitations, ESA
28 visitation(s) requiring the least amount of customer time, ESA visitation(s) best accommodating
29 customers' preferred visitation schedule(s), best-available ESA visitation times, ESA visitation
30 time(s) when no other visitation is scheduled, ESA visitation(s) off-peak times, ESAs staffed to
31 accommodate a known flow-rate of scheduled customers, ESA visitations having guaranteed
32 availability of said deliverable(s), ESA visitation(s) nearest to a scheduled vehicle stopping
33 location, ESA visitation(s) incorporating a transmittable itinerary which facilitates navigation of
34 an ESA-customer to one or more of said ESA visitations, ESA visitation(s) incorporating an
35 itinerary readable by a handheld device having Global Positioning System (GPS) means to
36 facilitate GPS navigation of an ESA-customer within, among, or to, one or more of said ESA
37 visitations, ESAs equipped with electronic verification apparatus which automatically verify a
38 scheduled ESA customer's identification and one or more transaction parameters pertaining to
39 the customer's ordered deliverable(s), ESA(s) having ordered deliverable(s) which have been
40 pre-paid and thereby require no financial transaction procedure, ESA visitations which

1 accommodate customer requested break(s) by automatically re-adjusting one or more post-break
2 ESA visitations in a best-fit manner, or any combination thereof.

3
4 Claim 102. (Currently amended) ~~The A method of~~ as recited in claim 100 126 further comprising
5 the steps of ~~software~~-scheduling and reserving of said order(s) according to data pertaining to at
6 least one ~~current~~ condition of a chronological table of scheduled and available ESA customer-
7 events.

8
9 Claim 103. (Currently amended) ~~The A method of~~ as recited in claim 100 126 further comprising
10 the step of downloading wherein at least one software routine and GUI user input means are
11 ~~provided for downloading~~ at least one type of itinerary to said browser apparatus ~~and said method~~
12 ~~is further comprised of the step of the customer making at least one user input choice pertaining~~
13 to said itinerary from an itinerary download option downloaded options.

14
15 Claim 104. (Currently amended) ~~The A method of~~ as recited in claim 100 126 further comprising
16 the software step of ~~software~~ guaranteeing that each deliverable ordered and prepaid online and
17 subsequently procurable during a scheduled ESA-customer visitation to the said customer(s) the
18 ~~availability of each order completed by the customer(s) completes.~~ will be available during said
19 ESA visitation when said deliverable is chosen among said online representations of ESA
20 available deliverable(s).

21
22 Claim 105-110. (Canceled)

23
24 Claim 111. (Currently amended) ~~The A method of~~ as recited in claim 108 126 ~~wherein said~~
25 ~~scheduling interface means is further comprised~~ further comprising the software step of software
26 ~~which provides customers the option of automatically providing an ESA customer a selection of~~
27 choices among software which provides customers automatically selecting the choice of a best
28 available itineraries requiring the least amount of the customer's time, ESA events based on at
29 least one preferred time-window specified by said customer and based on availability of
30 deliverables at an ESA and based on attractions a chronological table of ESA scheduled and ESA
31 schedulable events.

32
33 Claim 112. (Currently amended) ~~The A method of~~ as recited in claim 108 126 ~~wherein said~~
34 ~~scheduling interface means is further comprised~~ further comprising the software step of software
35 ~~which provides customers the option of automatically providing an ESA customer a selection of~~
36 ordering choices among software which provides customers automatically selecting the choice of
37 a best available itineraries for a plurality of attractions ESA events requiring the least amount of
38 the customer's time between a plurality of said attractions ESA events based on at least one
39 preferred time-window specified by said customer and based on availability of deliverables at an
40 ESA and based on a chronological table of ESA scheduled and ESA schedulable events.

1
2 Claim 113. (Currently amended) ~~The A method of~~ as recited in claim 108 ~~126 wherein said~~
3 ~~scheduling interface means is further comprised~~ further comprising the software step of software
4 ~~which provides customers the option of automatically providing a customer a selection of~~
5 ordering choices among deliverables that are available from at least one ESA facility(s) on the
6 same day they are ordered online.

7
8 Claim 114-115. (Canceled)
9